



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 643.5

Job Title: **3-1-1 TELECOMMUNICATOR**

Pay Grade: 13

### **GENERAL SUMMARY:**

Researches and resolves non-emergency telephone calls requesting various types of city wide services in an effective and efficient manner.

### **RESPONSIBILITIES:**

- Provides general information to customers for various city services (such as water, sewer, potholes, ditches, culverts, traffic signals and signs, dangerous buildings, weeded lots) or transfers calls to appropriate City personnel.
- Researches, analyzes and resolves customers' problems and inquiries. Assists in locating personnel in the City of Houston to respond to citizens' requests for city services.
- Receives telephone calls using the automatic call distribution system and computer-based work management system to provide customers information on services requested.
- May receive calls for non-dispatch police services.
- Screens calls, determines most effective method of servicing requests and call priority.
- Performs data entry activities to record information. Maintains numerous record logs.
- May be required to be "on call" during emergency situations.
- Performs other related duties as requested by supervisor.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a high school diploma or a GED.

#### **EXPERIENCE:**

One year of experience in a high volume telephone center environment or a high volume customer service environment is required.

#### **COMPLEXITY:**

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

#### **IMPACT OF ACTIONS:**

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

## **SPECIFICATIONS: (continued)**

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with the clerical and technical staffs. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

### **PHYSICAL EFFORT:**

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

### **WORK ENVIRONMENT:**

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

### **PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

## **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

## **JOB FAMILY:**

3-1-1 Telecommunicator  
Senior 3-1-1 Telecommunicator  
3-1-1 Telecommunicator Supervisor

*Effective Date: August 1999*